



Innovative College  
RTO ID: 45831|  
CRICOS CODE: 04004H

## STUDENT HANDBOOK

Version 1  
June 2026

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## Innovative College Pty Ltd

ABN 86 649 204 697 | CRICOS Code: 04004H | RTO Provider ID: 45831

Head Office: 87 Fennell Street, North Parramatta NSW 2151 Australia

Ph: +61 422 657 983 Email: [admission@invcollege.edu.au](mailto:admission@invcollege.edu.au) Website: [www.invcollege.edu.au](http://www.invcollege.edu.au)

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# 1. WELCOME TO INN

Welcome to the Innovative College! (INN)

We are pleased to welcome you as part of our learning community and thank you for choosing INN for your vocational education and training journey in Australia.

This Student Handbook has been developed to provide important information about studying at INN, including your rights and responsibilities, student support services, training and assessment requirements, policies and procedures, and other information relevant to your studies. Students are encouraged to read this handbook carefully and keep it accessible throughout their enrolment.

INN is committed to providing quality vocational education, student support, and industry-relevant training in accordance with Australian regulatory requirements. We strive to provide a supportive, inclusive, and professional learning environment that assists students to achieve their academic, personal, and career goals.

Our qualified Trainers and Assessors, student support staff, and management team are committed to supporting students throughout their studies. Students are encouraged to actively participate in their learning and seek assistance whenever required.

INN is a Registered Training Organisation (RTO 45975) and CRICOS registered provider (CRICOS Code 04111E). We deliver nationally recognised training in accordance with the Standards for Registered Training Organisations (RTOs), the VET Quality Framework, the ESOS Act 2000, and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

We wish you every success in your studies and future career.

## Using This Handbook

This handbook is designed to give you relevant information about your studies and answer any queries you may have in relation to your training. Please take some time to read this handbook and if you require any further information, please contact us.

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## 2. COLLEGE DETAILS

Innovative College (INN) is a Registered Training Organisation (RTO) approved by the Australian Skills Quality Authority (ASQA). INN operates in accordance with the Australian VET Quality Framework and the National Vocational Education and Training Regulator Act 2011.

**Legal Name:** INNOVATIVE COLLEGE PTY LTD

**Registered Training Organisation ID:** 45975

**CRICOS Provider Code:** 04111E

**Website:**

<https://www.invcollege.edu.au/>



**Contact Details**  
admission@invcollege.edu.au



## Our Location

We are located at 87 Fennell Street, North Parramatta NSW 2151 Australia.

The campus is situated close to the Parramatta CBD and is easily accessible by car and public transport, making it convenient for students travelling from different areas across Sydney and surrounding regions.

### Travelling by Car

Students who drive to campus can access the college via major surrounding roads and motorways connecting Parramatta and neighbouring suburbs. Free street parking is available in front of the college, with additional free timed parking available in surrounding.

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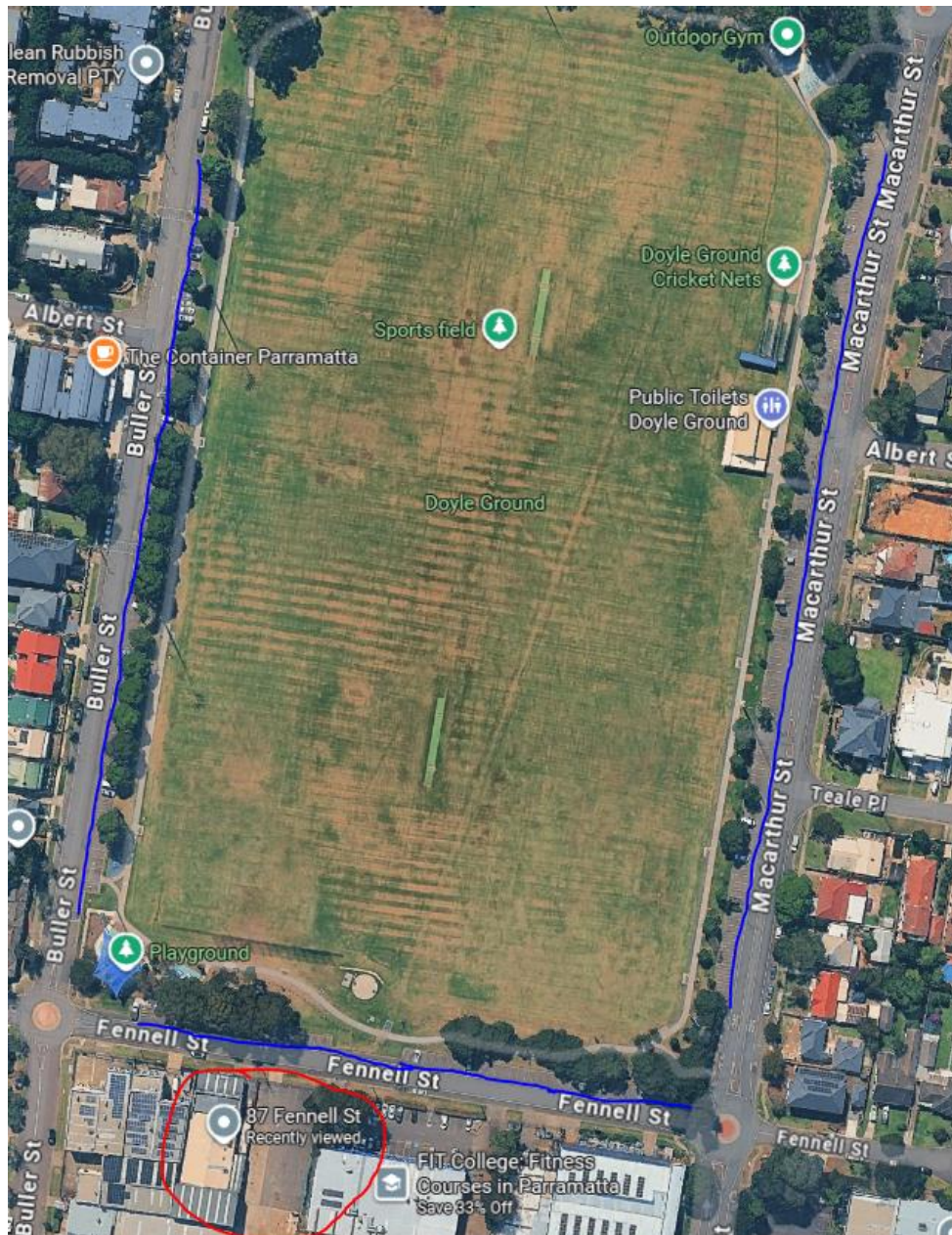
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Students are advised to carefully check parking signs and restrictions before leaving their vehicle, as parking conditions and time limits may vary depending on the location and time of day.

Students should allow sufficient travel time during peak traffic periods to ensure they arrive to class on time.



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## Public Transport

Sydney has an extensive public transport network including train, bus, light rail, and ferry services connecting metropolitan and regional areas.

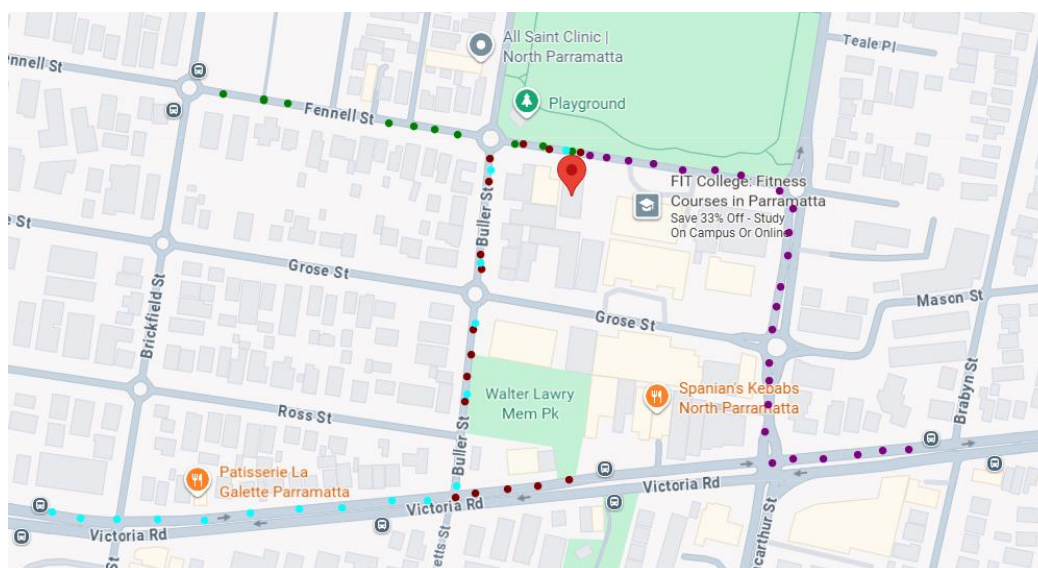
The INN campus is accessible via local bus services operating throughout Parramatta and nearby suburbs. Students may also travel via train services to Parramatta Railway Station and connect to local bus routes or other transport options to reach the campus.

Information regarding public transport routes, timetables, fares, Opal cards, and journey planning can be accessed through the official Transport for NSW website.

Students can also download the official Transport for NSW mobile application for:

- ❖ Journey planning
- ❖ Real-time transport updates
- ❖ Train and bus timetables
- ❖ Route maps
- ❖ Opal card information
- ❖ Service alerts and disruptions

Students are encouraged to plan their travel arrangements in advance and allow adequate travel time when attending classes, assessments, and scheduled activities.



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# Our Mission, Vision and Values



## Mission

To deliver high-quality vocational education and training that equips students with practical skills, industry knowledge, and employment outcomes.



## Vision

To be a respected vocational education provider recognised for quality training, student support, and industry engagement.



## Values and Ethics

INN is committed to:

- ❖ Respect and diversity
- ❖ Student wellbeing and success
- ❖ Integrity and ethical conduct
- ❖ Quality and continuous improvement
- ❖ Compliance with regulatory requirements



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## What we deliver

At INN, we deliver nationally recognised qualifications designed to prepare you for real-world success. Our courses are practical, industry-relevant, and offered across a wide range of fields including Community Services, Management, Hospitality, Trades, Health, and more. Our focus is on helping you build job-ready skills, gain confidence, and achieve your career goals.

Visit our website for detailed courses information <https://invcollege.edu.au/courses>

| CRICOS Code    | Course Code | Course Name                                     | Duration (weeks) |
|----------------|-------------|-------------------------------------------------|------------------|
| <b>119993K</b> | CPC30220    | Certificate III in Carpentry                    | 104              |
| <b>119994J</b> | CPC50220    | Diploma of Building and Construction (Building) | 52               |
| <b>114269A</b> | CHC43015    | Certificate IV in Ageing Support                | 52               |
| <b>114270H</b> | CHC53315    | Diploma of Mental Health                        | 52               |
| <b>114271G</b> | BSB50120    | Diploma of Business                             | 52               |
| <b>112668B</b> | BSB60120    | Advanced Diploma of Business                    | 78               |

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## Mode of Delivery

INN courses will be delivered in a blended format, comprising 14 hours of face-to-face classes and 6 hours of online learning each week. All international students are required to attend a minimum of 20 hours of scheduled classes per week. A detailed timetable outlining the 20 hours will be provided before the start of each term. The academic year is divided into four terms, each lasting 10 weeks.

For specific term dates, please refer to our term calendar available on our website:

<https://invcollege.edu.au/about/policies>



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### 3. GETTING STARTED

This section explains what happens before you enrol and outlines the information and documents you'll need to begin your training with Innovative College.

## Course Information

Course information for all programs offered at INN is available on our official website: <https://invcollege.edu.au/>. This information is designed to help you understand the specific requirements, structure, and outcomes of each course. We encourage you to review the course details carefully before enrolling. If you have any questions or need further clarification, please feel free to contact our Admissions Team. We're here to help you make an informed decision about your studies.

## Enrolment Procedure

To enrol at INN, students must generally meet the following entry requirements:

- Complete Application Form
- Be 18 years of age or older at the time of course commencement.
- Complete a Language, Literacy, Numeracy (LLN), and digital literacy assessment, if required.
- Have successfully completed Australian Year 12 or equivalent or hold a Certificate III or higher qualification from an Australian institution.
- Demonstrate English language proficiency at an IELTS level of 6.0 overall, with no band less than 5.5, or an equivalent score from one of the following:
  - TOEFL iBT: 60
  - PTE Academic: 50
  - Cambridge CAE: 169
  - OET: Grade B
  - General English (Advanced) or equivalent
- Where there are training package specific pre-requisite requirements, students must also complete these where specified in the published entry requirements.

Be able to participate in training within a simulated workplace environment, which may include performing manual handling tasks.

*Please note: Entry requirements may vary depending on the course. Always refer to the specific course page on our website or contact our Admissions Officer for course-specific criteria.*

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## Student Visa Conditions

- Be over the age of 18
- Meet English language requirements
- Have adequate health insurances
- Have financial capacity for your stay
- Be a genuine student
- Meet personal health requirements
- Meet character requirements

## Living in Australia Costs

International students are required to demonstrate and/or declare that they have genuine access to sufficient funds to be granted a Student visa. This includes funds to cover travel, tuition and living expenses. Applicants may have to demonstrate sufficient funds to cover these expenses for the first one, two or three years in Australia, depending on their Assessment Level (AL).

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they do not have to rely on such work to meet their expenses.

As of the most recent update from the Department of Home Affairs (Australia), the minimum living cost requirement for international students has been \*\*updated to AUD \$29,710 per year for a single student. This amount represents the minimum financial capacity students must demonstrate when applying for a student visa (subclass 500) and is intended to ensure they can support themselves while studying in Australia.

### Living Costs in Australia (According to the Department of Home Affairs) Minimum Annual Living Cost Requirement

| Category                                     | Annual Amount (AUD)      |
|----------------------------------------------|--------------------------|
| Student                                      | \$29,710                 |
| Student's partner (spouse)                   | \$10,394                 |
| Per Child                                    | \$4,449                  |
| Schooling for dependent children (per child) | \$13,502 (unless exempt) |

\*\* These figures are minimum estimates, and actual costs may vary based on lifestyle, location, housing arrangements, and personal choices.

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## What's Included in the Estimate?

The living cost estimate covers basic expenses such as:

- Accommodation (rent/shared housing)
- Food and groceries
- Utilities (electricity, water, gas)
- Transport and communication
- Personal and medical needs
- Leisure and incidental costs

## Why This Matters

When applying for a student visa, you must show evidence of sufficient funds to cover:

- Your tuition fees
- Your travel costs
- Your living expenses, as per the figures above

Failure to demonstrate adequate financial capacity may result in a visa refusal.



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# Our Student Support & Welfare Services

At INN, we are committed to supporting our students academically, personally, and emotionally throughout their educational journey. A wide range of free support and welfare services are available to help ensure your success and wellbeing.

All services listed below are provided at no additional cost to enrolled students.

## Administrative Support

- Orientation for new students and induction into college systems and services
- Timetables and system access, enrolment variation requests, attendance matters, and other general student enquiries

## Academic Support

- Academic Counselling: Speak to the Academic or Course Coordinator for help with planning your study pathway, overcoming learning difficulties, or managing workloads
- Provide guidance on using learning platforms, accessing online resources, submitting assessments, and communicating effectively in a digital learning environment.
- Issuance of documents (e.g., Statements of Attainment, Letters of Release etc)

## Welfare & Wellbeing Support

- General Welfare Advice: Cultural adjustment, personal concerns, and social integration
- Emergency Assistance & Crisis Referrals
- OSHC Support: Help with your Overseas Student Health Cover
- Accommodation Advice: Guidance on finding and managing safe, student-appropriate housing
- Basic Financial Literacy: Budgeting and money management advice
- Part-Time Employment Guidance: Support in understanding work rights and job opportunities during your studies
- Referral Services: Professional support including:
  - Psychologists and medical practitioners
  - Social workers
  - Career counsellors
  - Registered migration agents

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## 4. STARTING YOUR JOURNEY AT INN



### Orientation Sessions

At Innovative College, we are committed to ensuring that all international students begin their studies with confidence and clarity. To support this, attendance during orientation sessions is mandatory. Student Orientation provides you with an overview of your campus, student services, how to obtain your Student Identification Card, and general information to help you settle into life in Australia.

The Course Orientation focuses on academic preparation. During this session, you will receive details about your course, including your timetable, learning outcomes, textbooks, and available academic resources such as libraries and digital tools. The orientation is usually scheduled 1 week before the commencement of the course. The specific details of both orientation sessions — including date, time, and location — will be emailed to you before your course starts.

At the orientation, you will be provided with details of how to access the current version of the Innovative College International Student Handbook (INN Website).

During the orientation you must fill in orientation form to provide the information and to record the attendance. The documentation includes declaration that:

- ❖ You have understood and accept student requirements while at the Innovative College.
- ❖ You understand and accept all the details provided in this handbook.
- ❖ You have been offered the opportunity to request learning support.



## Commencement of Study

As a registered education provider under the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), Innovative College is legally required to inform the Department of Home Affairs if a student fails to commence or return to their studies. This is a condition of your student visa. Therefore, it is essential that you begin attending classes according to your timetable from the start of the course. If you are unable to commence on time due to valid reasons such as travel delays or health concerns, you must notify Admissions Team immediately. Failure to do so may result in the cancellation of your enrolment and could affect your visa status.



## Student Identification (ID) Card

During orientation, you will learn how to obtain your Innovative College's Student Identification Card, which is compulsory for all students. Carry your ID card with you at all times while on campus.



## Learning Management System (LMS)

As a student at Innovative College, you will be given access to our official INN Learning Management System (LMS). This platform is essential for managing your learning and assessment activities throughout your course. Through LMS, you will be able to:

- View your course and unit progress
- Access learning materials and resources
- Submit assessments and receive trainer feedback

Login credentials will be emailed to you upon completion of orientation. It is important to log in regularly.



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If you encounter any issues accessing your account, please contact the Academic Team at [admission@invcollege.edu.au](mailto:admission@invcollege.edu.au)



## Unique Student Identifier

If you are enrolled in INN, you are required by the Australian Government to have a Unique Student Identifier (USI). This number is essential for accessing your official training records and results.

The USI is a national student reference number that links to your personal online account, where you can view all your nationally recognised training achievements completed in Australia from 1 January 2015 onwards. It ensures that your qualifications and academic progress are securely recorded and easily accessible.

Creating your USI is quick and easy. Simply visit the official USI website at <http://www.usi.gov.au> and follow the steps to register. You will need a valid form of identification such as your passport, visa, or Australian ID. Once your USI has been created, you must email your USI number to INN along with your full name and student ID number to ensure it is correctly linked to your enrolment record.

Under Commonwealth legislation, Registered Training Organisations (RTOs) are legally prohibited from issuing a nationally recognised qualification or statement of attainment unless the student provides a verified Unique Student Identifier (USI), or holds a formal, Registrar-issued exemption.



## Fee Payments

Your tuition fees, payment schedule, and due dates are clearly outlined in your official Letter of Offer. It is essential that you review this document carefully to understand your financial obligations before commencing your studies at INN.

All tuition and associated fees must be paid to INN bank account which is available on your letter of offer or you can pay by cash or EFTPOS on campus. It is your responsibility to ensure that all fees are paid in full by the due date.

Failure to pay your tuition fees on time may result in disruption to your studies, or even cancellation of your enrolment, which can affect your visa status. Please note that late payments may incur additional charges.

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In addition to tuition fees, you may be required to pay materials fees. These cover the cost of resources available on LMS and resources used during training sessions.

If you are experiencing difficulties making a payment, it is important to contact the Accounts Team as soon as possible. Support options may be available in cases of genuine financial hardship.



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## 5. HEALTH AND WELLBEING

Your health and wellbeing mental, physical, and emotional are essential for a successful and fulfilling experience as a student. INN is committed to supporting your wellness throughout your academic journey.



### Mental Wellbeing

Relocating to a new country and adjusting to a different culture can be challenging. If you feel overwhelmed, homesick, or anxious, it's important to seek support early. You can talk to:

- Friends or classmates
- Your trainers or academic staff
- The Student Services and Welfare Officer
- A local doctor or mental health professional

Socialising and forming connections on campus and in your community can greatly enhance your wellbeing. Participating in student events, sports clubs, or community groups is a great way to build friendships and feel more at home.

### NSW Mental Health Support

- **NSW Mental Health Line (24/7):** 1800 011 511
- **Website:** [www.health.nsw.gov.au/mentalhealth](http://www.health.nsw.gov.au/mentalhealth)
- **Find services:** [www.health.nsw.gov.au/services](http://www.health.nsw.gov.au/services)



### Interpreter Services

If English is not your first language, you can request help during a medical consultation through the Translating and Interpreting Service (TIS National):

- **Phone:** 13 14 50
- **Website:** [www.tisnational.gov.au](http://www.tisnational.gov.au)

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## Physical Health and Lifestyle

Maintaining your physical health is key to staying energised and focused.

Here are a few tips:

- Exercise for at least 30 minutes each day
- Aim for 8 hours of sleep per night
- Eat a balanced diet including fresh fruits and vegetables
- Stay hydrated and limit processed foods or alcohol

For guidance on healthy eating and active living, visit:

- Nutrition Australia  
[www.nutritionaustralia.org](http://www.nutritionaustralia.org)
- Additional health resources:  
NSW [www.health.nsw.gov.au](http://www.health.nsw.gov.au)

## Mental Health Support Services for Students

At INN, your wellbeing matters. We understand that being away from home—especially during difficult times—can be incredibly hard. Whether you're coping with personal grief, stress, or emotional strain, we want you to know that you are not alone.

While your trainer has been providing informal support and care, we also encourage you to seek further help from our dedicated campus team, including the:

- Operations Manager
- Academic Support Staff
- Student Services Team

We are here to talk, listen, and connect you with the right services, including referrals for professional counselling sessions if needed.



## Free Mental Health Support Services

Below is a list of free and confidential mental health services available to international students in Australia.

| Service                                            | Access & Description                                                                                                                | Website Link                                                                                                                                                                                                                  |
|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Beyond Blue                                        | 24/7 support with trained Beyond Blue Lifeline mental health professionals via phone or online chat. Offers multilingual resources. | <a href="https://www.beyondblue.org.au">https://www.beyondblue.org.au</a>                                                                                                                                                     |
| Lifeline                                           | 24/7 crisis support and suicide prevention service for anyone in distress. Phone and text counselling available.                    | <a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a>                                                                                                                                                       |
| Headspace                                          | Mental health support for young people aged 12–25. Includes online and in-person counselling across Australia.                      | <a href="https://headspace.org.au/">https://headspace.org.au/</a>                                                                                                                                                             |
| SwitchLiving – International Student Mental Health | Directory of mental health and wellbeing resources, specifically for international students.                                        | <a href="https://www.switchliving.com.au/student-guide/student-wellbeing/student-mental-healthservices-australia">https://www.switchliving.com.au/student-guide/student-wellbeing/student-mental-healthservices-australia</a> |
| eheadspace (part of Headspace)                     | Online and telephone support for students dealing with study stress, relationships, and mental health.                              | <a href="https://eheadspace.org.au/">https://eheadspace.org.au/</a>                                                                                                                                                           |
| QLife (LGBTQI+ support)                            | Anonymous and free LGBTQI+ QLife (LGBTQI+ support) peer support and referral services.                                              | <a href="https://www.qlife.org.au/">https://www.qlife.org.au/</a>                                                                                                                                                             |

If you feel overwhelmed or need urgent help, don't hesitate to call these support lines—even outside business hours.

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## 6. GENERAL SAFETY AND WELLBEING

### Personal Safety Awareness

At INN, we prioritise the safety and wellbeing of all our students. Whether you're on campus, at home, or out in the community, it's important to remain aware of your surroundings and take precautions to protect yourself and others. Simple actions can go a long way in ensuring your safety. For instance, avoid walking alone at night and try to remain in well-lit areas. Always lock your home, car, and personal belongings, and never leave valuables unattended. Being alert, especially when wearing headphones or talking on your phone in public, can help you avoid unexpected risks.

We strongly advise students to change their computer and online passwords regularly, and not to share these with anyone. Protecting your privacy on social media is also essential—do not

post personal details such as your address, phone number, or travel plans. When shopping online, always use secure payment platforms like PayPal to prevent fraud. Keeping your mobile phone charged and accessible allows you to call for help in an emergency.

For your safety, never hitchhike or pick up strangers. Also, do not drink and drive under any circumstances, and if you consume alcohol socially, do so responsibly. Keep an eye on your friends and never leave your drink unattended or accept one from a stranger.

In the event of a non-urgent situation that requires police attention, you can contact Police Link on 131 444. For any emergency, dial 000 immediately.

# Emergency Procedures on Campus

Emergency procedures at INN are clear and designed to keep everyone safe. During a teaching session, if a fire or other emergency alarm sounds, you must stop what you are doing and evacuate calmly and quickly without running. Head directly to the designated assembly area. Always use the stairs—never take the lift—and keep to the outer side to make way for emergency personnel. At the

assembly area, remain with your class and wait for your teacher to mark attendance. Do not leave until the all-clear is given.

If the alarm sounds when classes are not in session, you must still go straight to the designated assembly area and stay there until instructed otherwise. Do not return to the building or hide in toilets, storerooms, or student lounges.

## Workplace Health and Safety

Workplace Health and Safety (WHS) is a shared responsibility. As a student, you are expected to take care of your own health and safety, and not act in ways that may harm others. You must always follow safety instructions, obey signage, and wear any required personal protective equipment (PPE). Use college property, facilities, and equipment only for their intended

purposes. Report any injuries, hazards, incidents, or near misses to your trainer or another staff member immediately.

By understanding and following these safety and WHS guidelines, you are helping to create a secure, respectful, and supportive environment for yourself and your fellow students at INN.





## Use of Personal Protective Equipment (PPE)

At INN, all students are required to wear the appropriate Personal Protective Equipment (PPE) while participating in practical classes, workshops, or any activity that involves exposure to potential hazards. This may include, but is not limited to, safety glasses, gloves, steel-toe boots, high-visibility vests, ear protection, and face masks, depending on the course and environment. The use of PPE is mandatory and is an essential part of our commitment to student safety and compliance with Australian workplace health and safety standards. Failure to wear required PPE may result in students being removed from class or prevented from participating in activities until compliance is met. Students are expected to take responsibility for maintaining their PPE in good condition and must follow all instructions related to its correct use. If unsure about what PPE is required for your course, please consult your trainer or the Student Services team.

## Cultural and Linguistic Diversity Support

INN proudly welcomes students from culturally and linguistically diverse (CALD) backgrounds. We understand that adapting to a new educational environment—especially in a second language can present challenges, and we are here to support you throughout your journey.

If English is not your first language or you are adjusting to a different cultural context, we can assist you with:

- Understanding course requirements, policies, and procedures
- Clarifying assessment instructions or training expectations
- Providing additional language support where appropriate
- Referring you to external language or community support services if needed.

You are not alone if something is unclear or if you're having difficulty, please reach out. You can speak directly to your trainer or contact our Student Support Officer.

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## 7. POLICY & PROCEDURE

### Attendance and Academic Progress

#### Attendance Monitoring

International students at INN must attend all scheduled classes, assessments, and work placements. Medical absences require a valid certificate. Leave must be requested using the Application for Leave Form.

**Forms can be downloaded from the website:**

<https://invcollege.edu.au/about/policies>

You're considered at risk if:

- Your attendance falls below 80%

**You must review the Attendance Policy**

<https://invcollege.edu.au/about/policies>

#### Academic Progress

You must submit all assessments on time and maintain at least 50% course progress.

You're at risk if you:

- Miss assessment deadlines
- Receive 'Not Satisfactory' results
- Non participation in classes

**You must review the Academic Progress Policy**

<https://invcollege.edu.au/about/policies>

### Intervention Process

If attendance or progress is unsatisfactory:

1. You'll receive a first warning
2. Then a second warning
3. Followed by a Notice of Intention to Suspend or Cancel Enrolment (20 working days to lodge an appeal)

Missed assessments, reassessments, missed classes may require make-up sessions.

**Fees may apply:**

<https://invcollege.edu.au/about/policies>

Non-compliance may be reported to PRISMS, affecting your visa. Visa

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extensions require valid reasons such as approved interventions or deferrals

## Assessment Submission

- Submit all assessments via LMS by midnight on the due date
- Extensions require valid documentation and must be requested before the deadline
- At least 80% attendance is required to submit assessments
- Written feedback is provided on all assessments marked Not Satisfactory

## Reassessment

Students are required to follow the procedure below:

- Students that have not demonstrated competency and met the criteria for reassessment will have three (3) opportunities for reassessment at no cost to the student for assessments submitted by the due date.
- Where the student has exhausted all three opportunities for reassessment at no cost and has not demonstrated competency, the student must pay the published reassessment fee.

**You may review the Assessment Policy**  
<https://invcollege.edu.au/about/policies>

## Academic Misconduct

Academic Misconduct includes, but is not limited to:

- any form of dishonesty by a student.
- any attempt by a student to submit work for an assessment that is not their own (e.g. plagiarism, paraphrasing, non-referencing, ghost writing).
- the reuse of significant portions of one's own work, previously submitted for assessment without acknowledging that one is doing it (self-plagiarism or recycling).
- any form of collusion between students or other individuals other than Legitimate Cooperation.
- any act that may impair or hinder the learning or assessment performance of others.
- any action contrary to study and assessment instructions.

- assisting or attempting to assist any other student to act dishonestly in relation to an assessment or part of an assessment.

**You may review the Academic Misconduct Policy**

<https://invcollege.edu.au/about/policies>

## Complaints and Appeals Process

At INN, we are committed to maintaining a learning environment that is fair, respectful, and transparent. All prospective, current, or former students have the right to lodge a complaint or appeal concerning academic or non-academic matters. These include, but are not limited to, issues related to course delivery, administrative processes, student services, or interpersonal interactions.

Complaints and appeals are handled in accordance with INN Complaints and Appeals Policy & Procedures, which ensures that all grievances and disputes are addressed effectively, fairly, and in a timely manner.

INN is committed to handling all complaints and appeals sensitively, confidentially, and without discrimination. We encourage all students to voice concerns openly so that we can continue to improve the quality of our education and services.

**You may review the Complaints and Appeals Policy**

<https://invcollege.edu.au/about/policies>

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## 8. NATIONAL CODE PART D, STANDARD 8

### Enrolment Variation Process

At INN, we understand that students may occasionally need to alter their study plans due to personal, medical, academic, or other circumstances. To ensure these changes are handled appropriately and in compliance with visa and regulatory requirements, students must follow the formal Enrolment Variation Process. This process covers deferrals, course extensions, suspensions, course changes, and early completion.

All requests must be submitted in writing using the appropriate form and must be supported by relevant documentation. Each request will be assessed individually, and any approved change will be reported to the Department of Home Affairs where necessary. To request deferment, extension, withdrawal, re-enrolment, course transfer and early completion, student must fill in the form.

**Forms may be found at**

<https://invcollege.edu.au/about/policies>

### Deferral of Studies

Deferral involves postponing the start of your course before you commence. Deferral is only permitted under compassionate or compelling circumstances, such as serious illness, injury, or unavoidable travel delays.

- Supporting documents (e.g. medical certificates, visa notices) must be provided.
- Once approved, the deferral and revised commencement date will be reflected in your Confirmation of Enrolment (CoE) and reported to the Department of Home Affairs.

**You can review the Deferral, Suspension and Cancellation Policy**

<https://invcollege.edu.au/about/policies>

### Change of Course

You may request a change to another course within INN. Course changes are subject to eligibility and must be approved by INN responsible person.

- Students must submit Change of Course Form.
- Your new course must align with student visa conditions and academic progression.
- An updated CoE will be issued to reflect the new course details.

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## Recognition of Prior Learning (RPL)

At INN, we recognise that students may have gained valuable knowledge, skills, and experience through previous formal study, work experience, or life learning. The Recognition of Prior Learning (RPL) process allows eligible applicants and enrolled students to have this prior learning formally assessed and credited towards their current course.

## What is RPL?

Recognition of Prior Learning (RPL) is an assessment process that evaluates an individual's existing competencies—regardless of how, when, or where they were acquired—against the learning outcomes or units of competency in their chosen qualification. This process acknowledges that students may already meet some course requirements through:

- Past education or training
- Workplace experience
- Community or voluntary work
- Self-directed learning over time

## Credit Transfer

In addition to RPL, INN also offers Credit Transfer for students who have previously completed identical units of competency at another registered training organisation (RTO). Valid certification must be submitted with the application for credit.

**You can view Credit Transfer and RPL review our Credit Transfer Policy**

<https://invcollege.edu.au/about/policies>



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# Student Code of Conduct

The Student Code of Conduct at INN outlines the expectations and responsibilities that all students must uphold in order to maintain a respectful, safe, and fair learning environment. Students are required to act with courtesy, integrity, and dignity toward others, attend scheduled classes and activities (unless valid medical reasons exist), complete tasks within required timeframes, and abide by academic integrity rules.

They must also behave in ways that do not offend, embarrass, or threaten others, respect cultural and personal differences, and ensure their conduct does not undermine the safety or wellbeing of others.

In return, INN commits to treating students fairly, protecting their personal information, providing a safe and supportive learning environment, supplying adequate resources for learning and assessment, and handling feedback or complaints in a timely, impartial way.

## You can review Student Conduct Policy

<https://invcollege.edu.au/about/policies>

# Student Responsibilities

All students at INN are expected to conduct themselves in a responsible, respectful, and ethical manner throughout the duration of their studies. These responsibilities help maintain a positive and inclusive learning environment while ensuring that students can fully benefit from their educational experience.

## 1. Adherence to Policies and Procedures

Students must familiarise themselves with and follow all INN policies and procedures. This includes policies relating to enrolment, academic integrity, attendance, assessment, student conduct, and the use of campus facilities and online platforms. These documents are available in the Student Handbook and on the INN website.

Students are also expected to:

- Respect all INN property and facilities, including classrooms, libraries, and compINNng resources.
- Follow safety protocols and work health and safety guidelines.
- Avoid lodging frivolous or unfounded complaints or grievances.

Maintaining academic honesty is a core responsibility. Plagiarism, cheating, and other forms of misconduct are not tolerated and may result in disciplinary action.

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## **2. Providing Timely and Accurate Information**

Students are responsible to provide the College with accurate, complete, and current personal and academic information and must notify the College of any changes within five (5) working days. This includes contact details, visa status (if applicable), medical information, and emergency contacts. INN complies with the Privacy Act and the Freedom of Information Act, and all personal information is handled in accordance with these laws.

Students must also:

- Attend scheduled classes and participate in assessments.
- Submit assignments and required documents on time.
- Respond promptly to communication from the College and take responsibility for monitoring official notices and updates.

## **3. Participation and Constructive Feedback**

Active participation in academic and extra-curricular activities is strongly encouraged. Students are expected to:

- Provide thoughtful and honest feedback through surveys and other mechanisms to help the College improve its services.
- Engage constructively in college life, including participation in student committees or feedback sessions if appointed or elected.
- Represent themselves and their peers respectfully if serving as student representatives.

## **4. Respecting Human Rights and Cultural Diversity**

INN is a diverse and inclusive environment. Students are expected to:

- Treat all members of the College community with respect, courtesy, and dignity, regardless of their cultural background, gender identity, age, religion, disability, or sexual orientation.
- Promote an environment free from discrimination, harassment, or intimidation.
- Respect the right of others to express different political, social, or religious beliefs, provided these expressions do not compromise the safety, wellbeing, or rights of others.
- Show cultural awareness and sensitivity in both academic and social settings.
- Engage in open and respectful dialogue and debate, even when opinions differ.

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## 5. Responsibility for Educational Experience

Students are expected to take ownership of their learning by:

- Being well-informed about the requirements of their chosen course and planning their workload accordingly.
- Demonstrating commitment to intellectual growth and academic independence.
- Monitoring their academic progress and proactively seeking support from academic staff or student services when needed.
- Preparing thoroughly for all learning activities, including lectures, workshops, tutorials, and assessments.
- Incorporating feedback from trainers and peers into future learning and performance.
- Understanding and complying with any specific rules or requirements relevant to their course or faculty.

During professional placements or fieldwork, students are expected to act in a responsible and professional manner. They are expected to uphold confidentiality agreements and behave ethically when dealing with clients, patients, or external partners.



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# Payment Options

INN offers a flexible range of payment options to accommodate students' financial circumstances while ensuring compliance with tuition requirements. These fees are based on course structure, market conditions, and are outlined clearly before enrolment.

## Understanding Your Fees

Before enrolling, students are advised to carefully review all course fees, material charges, and administrative costs as published by INN. Fee schedules may vary depending on the course type, or duration, and are subject to change with appropriate notice.

## Discussing Payment Plans

All payment arrangements must be discussed and confirmed prior to enrolment. The most flexible is a monthly plan available which allows for the lowest periodic financial commitment if offered. This method ensures students only pay for the training they are about to undertake, making it easier to manage budgets.

## Important Payment Guidelines

Students on payment plans must finalise their total outstanding balance as per their instalments in letter of offer.

Course cancellations do not void the financial obligation under a payment plan.

# Refunds

## Definitions and Refund Conditions

Understanding the definitions and conditions below is essential for managing your enrolment, payment responsibilities, and refund entitlements at INN.

## Agreed Starting Day

The agreed starting day refers to the scheduled course commencement date as specified in your Student Offer Letter or, for international students, your Confirmation of Enrolment (CoE). This may be revised only by formal agreement between INN and the student.

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## Refund Applications

All requests for refunds must be submitted using the official INN Refund Request Form. Incomplete or incorrect applications may delay processing.

For more information review our refund policy  
<https://invcollege.edu.au/about/policies>

## Critical Incident Management

At INN, the safety and wellbeing of our students, staff, and visitors is our highest priority. A critical incident is defined as any sudden or unforeseen event that has the potential to cause serious harm to individuals or significantly disrupt normal college operations.

### What Constitutes a Critical Incident?

- Accidents involving serious injury or death
- Bomb threats or incidents involving firearms, weapons, or explosives
- Chemical, radiation, or biohazard spills
- Collapse or significant structural damage to college facilities
- Dangerous or threatening individuals on or near campus
- Disappearance or abduction of a staff member or student
- Domestic violence incidents affecting the college community
- Drug or alcohol abuse causing disruption or harm
- Explosions, fires, or gas leaks
- Natural disasters such as floods, storms, or earthquakes
- Medical emergencies or outbreaks of infectious diseases
- Public transport or road accidents involving students or staff
- Motor vehicle collisions with college property
- Severe emotional events such as suicide, attempted suicide, or sudden death
- Physical assault, sexual assault, or racial abuse
- Psychological aggression or verbal threats
- Robbery, theft, and acts of violence or intimidation
- Missing or unaccounted-for students

These incidents require urgent and coordinated responses to ensure the safety of all individuals involved.

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## 9. REPORTING AND MANAGEMENT PROCEDURES

### Notifying the Appointed Staff

All critical incidents must be reported to Student Support Team, Operations Manager or any staff member who is in access. You must also fill in the form via Critical Incident Report Form.

## Workshop Simulation and Work Placement

### Workshop Simulation

At INN, workshop simulations form an essential component of vocational training across many courses. These simulations are structured, realistic learning environments that allow students to practically apply theoretical knowledge in settings that closely resemble actual workplaces. These sessions are designed to develop job-ready skills, foster critical thinking, and prepare students for real-world employment scenarios.

Workshop simulations are assessed activities, and participation is compulsory as per the course requirements. Students are expected to:

- Follow safety procedures and wear required Personal Protective Equipment (PPE) at all times.
- Work collaboratively and maintain professional conduct.
- Demonstrate the competencies being assessed, including technical, communication, and problem-solving skills.

Simulated tasks may include customer service interactions, equipment handling, administrative dINNeS, or technical procedures, depending on the field of study.

### Work Placement

Some qualifications at INN require mandatory work placement (also referred to as "vocational placement" or "industry placement") as part of the course curriculum. This hands-on experience provides students with real industry exposure, allowing them to operate in authentic job roles and gain insight into the expectations of their future workplace.

### Key aspects of work placement include:

- Placements are organised in alignment with industry standards and the training package requirements of the course.
- Students must complete a specified number of placement hours as a condition for course completion.

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- During placement, students are supervised by industry professionals and monitored by INN staff to ensure learning outcomes are achieved.
- Students are expected to maintain professional behaviour, adhere to the host organisation's policies, and comply with any confidentiality or conduct guidelines provided

## Privacy and Confidentiality Policy

INN collects personal information during application, enrolment, and throughout your studies to support education delivery, meet compliance obligations, and report to government agencies. This includes contact details, academic history, emergency contacts, visa information, and a valid USI. Students must provide accurate, up-to-date information. International students are required by law to update any changes to their contact details within 7 days. INN verifies student information regularly to ensure records remain accurate.

Your personal information is used to assess eligibility, manage enrolment, provide support services, issue qualifications, and meet national and state training requirements. Information may be shared with government bodies such as NCVER, DEWR, PRISMS, and the USI Registrar, as well as authorised contractors, in line with the Privacy Act 1988 and only for education-related purposes.



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## 10. CERTIFICATION, RECORDS AND COURSE COMPLETION

At INN, we follow national standards to ensure all student records are accurate, secure, and that qualifications are issued fairly and on time. When you successfully complete a full qualification, you will receive:

- A Qualification (official certificate with the qualification title)
- A Record of Results (listing all completed units)

If you withdraw or partially complete a course and have met the requirements for one or more units of competency, you will be issued a Statement of Attainment for those completed units.

Qualifications and certificates will only be issued when:

- All course requirements have been completed
- All outstanding fees have been paid
- A valid Unique Student Identifier (USI) has been provided and verified
- Certificates are issued within 30 calendar days of course completion or formal withdrawal, in accordance with the national Standards for RTOs.

### Requesting Replacement Certificates

If you lose your certificate or require a replacement, you can request a reissue by contacting our Academic Team.

A reissue fee may apply. You will be asked to provide valid identification and confirm your USI before the certificate can be reprinted or re-sent.

# SHAPE YOUR FUTURE CAREER



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**Please contact us for more information**

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